

**Department of Purchasing & Contract Compliance**

**Contractor's Performance Report  
Professional Services**

<b>Report Period Start</b>	<b>Report Period End</b>	<b>Contractor Period Start</b>	<b>Contractor Period End</b>
11/22/2021		01/01/2022	12/31/2022
<b>P.O. Number</b>			<b>P.O. Date</b>
<b>Department</b>	External Affairs		
<b>Bid Number</b>	#21RFP0914B-EC		
<b>Service Commodity</b>	State Intergovernmental Affairs Services		
<b>Contractor</b>	Georgia Public Affairs, Inc.		
<b>0 = Unsatisfactory</b>	Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay, incompetence; high degree of customer dissatisfaction.		
<b>1 = Poor</b>	Achieves contract requirements 70 % of the time; marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat dissatisfied.		
<b>2 = Satisfactory</b>	Achieves contract requirements 80 % of the time; generally responsive, effective and/or efficient; delays are excusable and result in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.		
<b>3 = Good</b>	Achieves contract requirements 90 % of the time; usually responsive, effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.		
<b>4 = Excellent</b>	Achieves contract requirements 100 % of the time; immediately responsive, highly effective and/or efficient; no delays; key employees are experts and require minimal directions; customers' expectations are exceeded.		
<b>Quality of Goods and Services</b>			
4 (Excellent)			
<b>Timeliness of Performance</b>			
4 (Excellent)			
<b>Business Relations</b>			
4 (Excellent)			
<b>Customer Satisfaction</b>			
4 (Excellent)			
<b>Contractors Key Personnel</b>			
4 (Excellent)	Comments: Principals have a combined intergovernmental expertise in > 50 yrs.		
<b>Overall Performance Rating = 4.0</b>			
Would you select/recommend this contractor again? <input checked="" type="checkbox"/> YES ___ NO		<b>Rating Completed by:</b> Fran Calhoun, Division Manager, IGA	
<b>Department Head</b>	Jessica Corbitt	<b>Department Head Signature</b>	<b>Date</b>